

Fiserv, Inc.

Contact Information

- Reference Code:
JG41487



There's a reason why Fiserv is the global leader in information management and electronic commerce systems for the financial services industry. It's our people. More than 20,000 associates are helping financial institutions and businesses worldwide solve complex business challenges every day. They're delivering results. Changing the way financial services can be – and are – delivered. Right now.

Card Services Associate

To be considered for this position please also submit your resume to this posting!

FISERV ONSITE JOB FAIR

(walk- ins welcome!)

Wednesday November 14, 2012 from 1:00pm-6:00pm

Thursday November 29, 2012 from 9am-1:00pm

Where: 4801 East Thistle Landing Dr., Phoenix, AZ 85044

Please ensure you bring a copy of your resume to the job fair and come dressed for success!
(on- the- spot assessments & interviews; please allow 2 hours to be here)

Position Schedules: 10:30am-7pm and 11:30am-8pm. All schedules require working both weekend days.

Training 9am-5:30pm Monday-Friday for approximately 5 weeks.

12% shift differential will apply to some evening hours and all weekend hours!

Card Services Associate

Positions start on Monday January 7, 2013

Provide communications and support for customers and simple problem solving between the company and assigned customers.

Job Responsibilities:

- Under general supervision, respond to basic and routine inquiries through phone or e-mail contact with customers and prospects about the company's products or services.
- Provide communications and support for customers and simple problem solving between the company and assigned customers.
- Follow standard scripts and procedures to resolve basic customer questions.
- Use a computer system to track information, questions, answers, and product orders.
- Promote and maintain positive customer relations utilizing service excellence techniques.
- May perform minimal selling and promotion of products and services.
- Document problems and corrective procedures per established guidelines.
- May assist in training less experienced associates.
- Performs other duties as required.

Job Requirements:

Education Required

High School Diploma or equivalent

Experience Required

One to two years related experience. Must be able to follow detailed guidelines to arrive at appropriate solutions to customer questions and needs

Skills and Knowledge Required

Knowledge base focused on job duties and skills required to complete assigned tasks, with an intermediate knowledge of the organization in order to answer questions.

Good organizational and communications skills and an intermediate level of technical skills. Possess the ability to learn business methods and practices in the financial services industry in general and business unit products in particular.

Must be able to work under pressure.

Must be able to sit, answer phone calls and use a computer for long periods of time.

Fiserv, Inc. is an Equal Employment Opportunity/Affirmative Action Employer and maintains a Drug-Free Workplace.